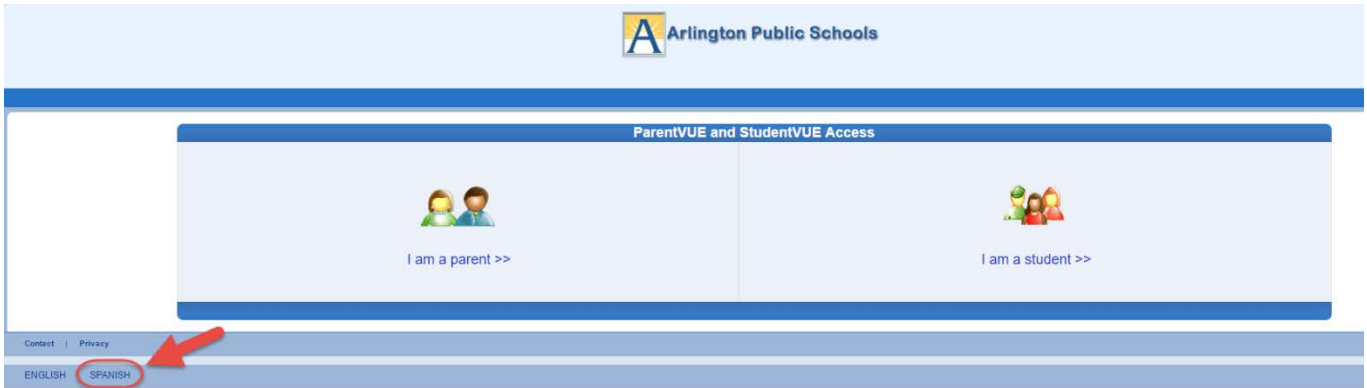


## Password Recovery

1. In your web browser go to: <https://vue.apsva.us/>

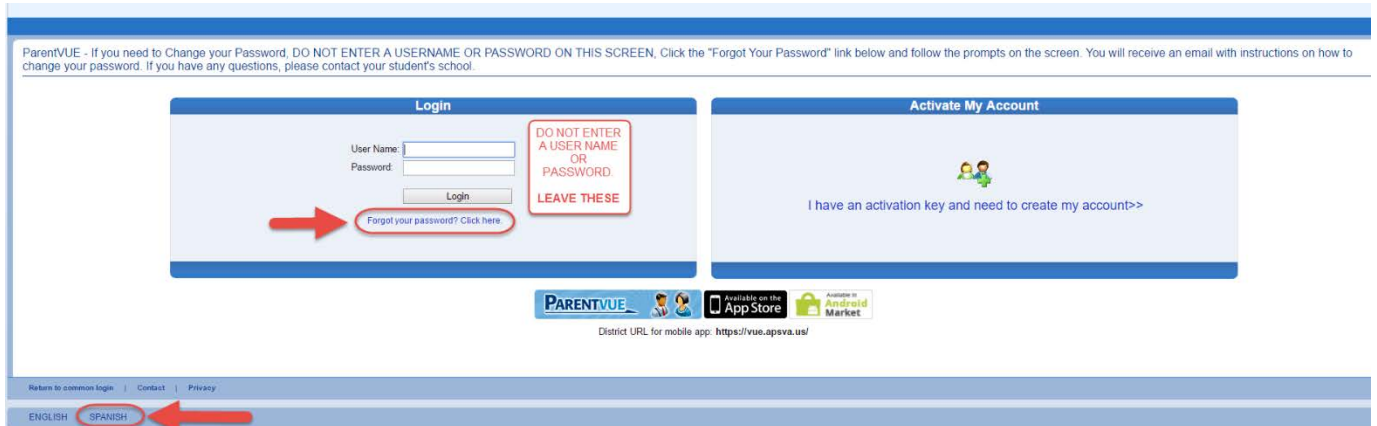


**Optional:** If you would like to view the ParentVUE screens in Spanish, click on the word **Spanish** in the lower left corner of the screen.

2. Click on **I am a Parent**.

3. Click on **Forgot your password? Click here**.

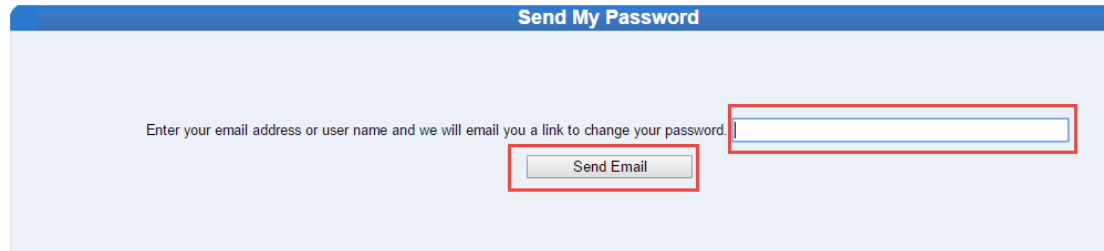
**Note: (DO NOT ENTER A USERNAME OR PASSWORD ON THIS SCREEN)**



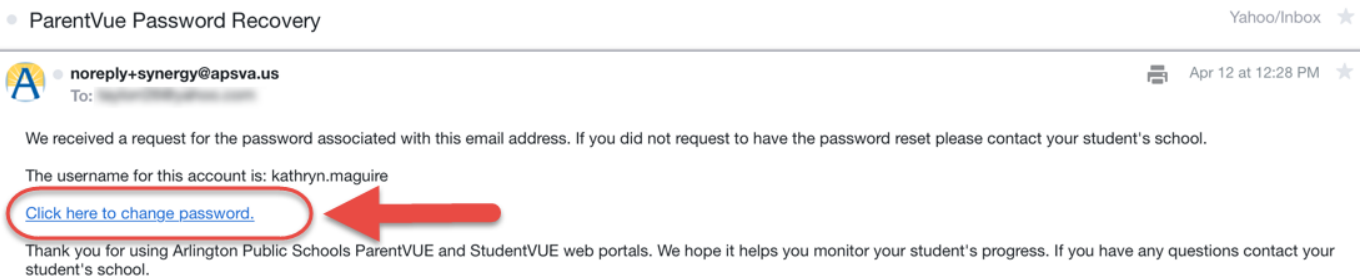
**Optional:** If you would like to view the ParentVUE screens in Spanish, click on the word **Spanish** on the lower left corner of the screen.

4. Enter the primary email address you used to activate your account and click on **Send Email**.

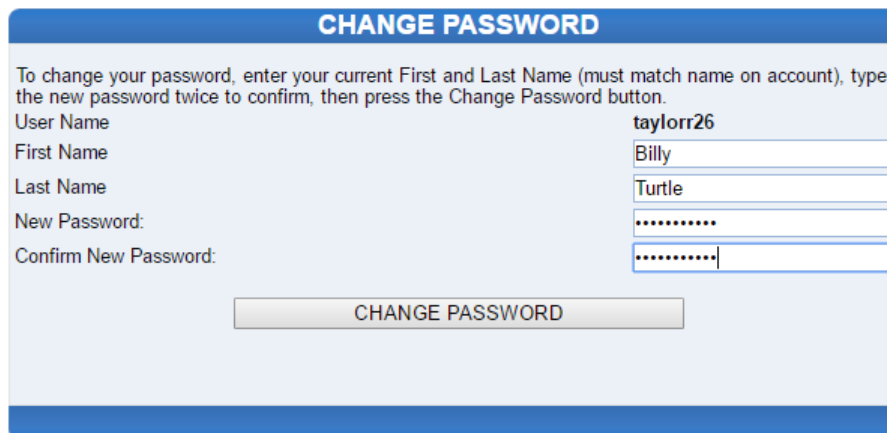
Forgotten Password



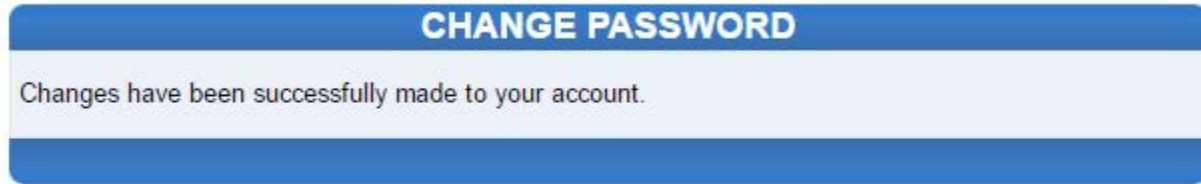
5. A message will be sent to your primary email account with a link to change your password. Click on the **Click here to change password** link in the email.



6. Enter your current **First** and **Last Name** (must match name on account), type the **New Password** (at least 6 characters), twice to confirm, then click on **CHANGE PASSWORD**.



7. You will see the following screen once your password had been successfully changed.



[Click here to go back to ParentVUE home page](#)